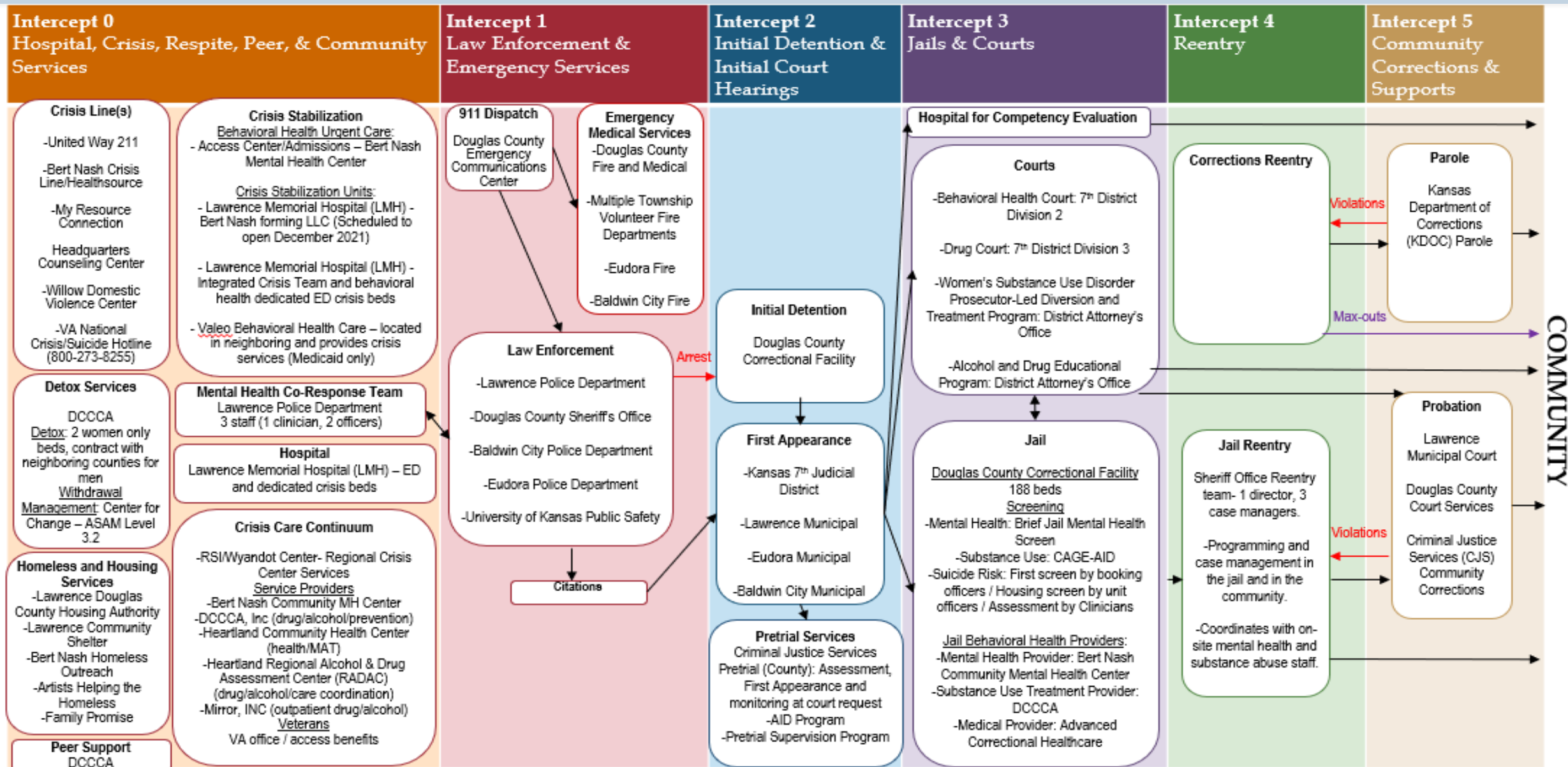


Douglas County Crisis Line and Mobile Crisis Team

KANSAS SUICIDE
PREVENTION HQ





HOW DOES 988 WORK?

People who call 988 are given three options:

PRESS 1

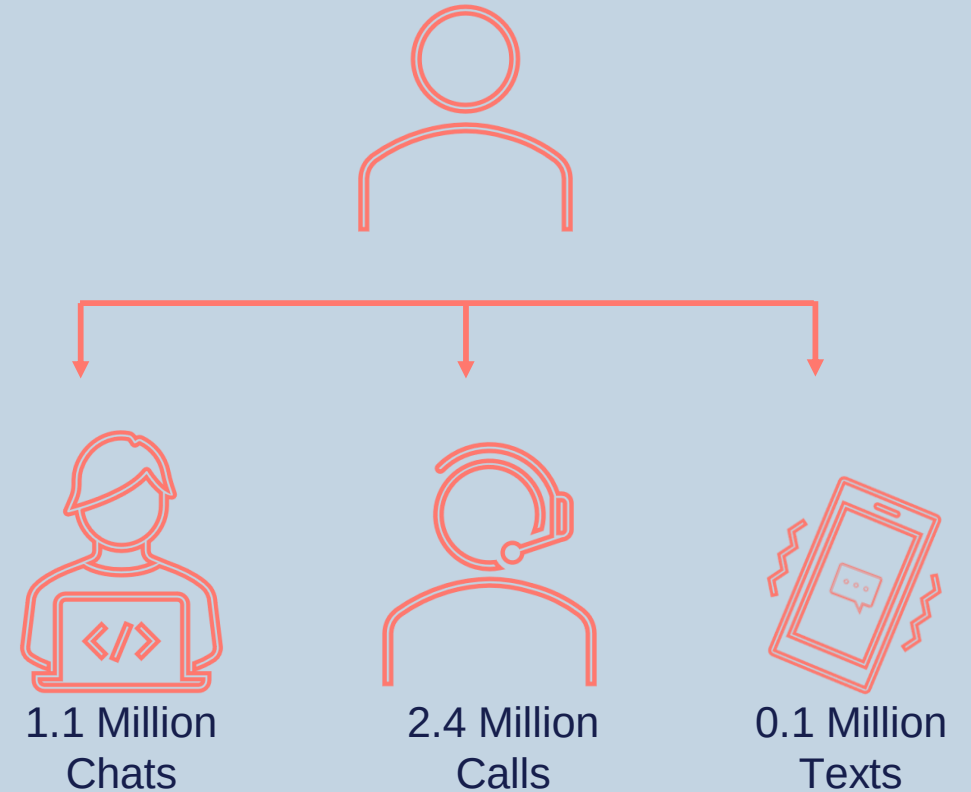
To connect with the **Veterans Crisis Line**

PRESS 2

To connect with the **Spanish Subnetwork**

REMAIN
ON THE
LINE

To be connected to a **local crisis center**; if local crisis center is unable to answer, the caller is routed to a national backup center



In 2021, the Lifeline received roughly **3.6 million contacts**.

CHAT-BASED SUPPORT

ACCESSIBILITY

- Chat creates more avenues to connect.
- Phone service reliability can sometimes limit a person's capacity to connect with support. Chat is available with any internet connection.

WHAT TO EXPECT?

- A pre-chat survey that helps identify the main area of concern.
- The same level of support provided from a trained crisis counselor.
- If there is a wait to connect, a message will appear letting the person know. People can access "helpful resources" while they wait to connect.



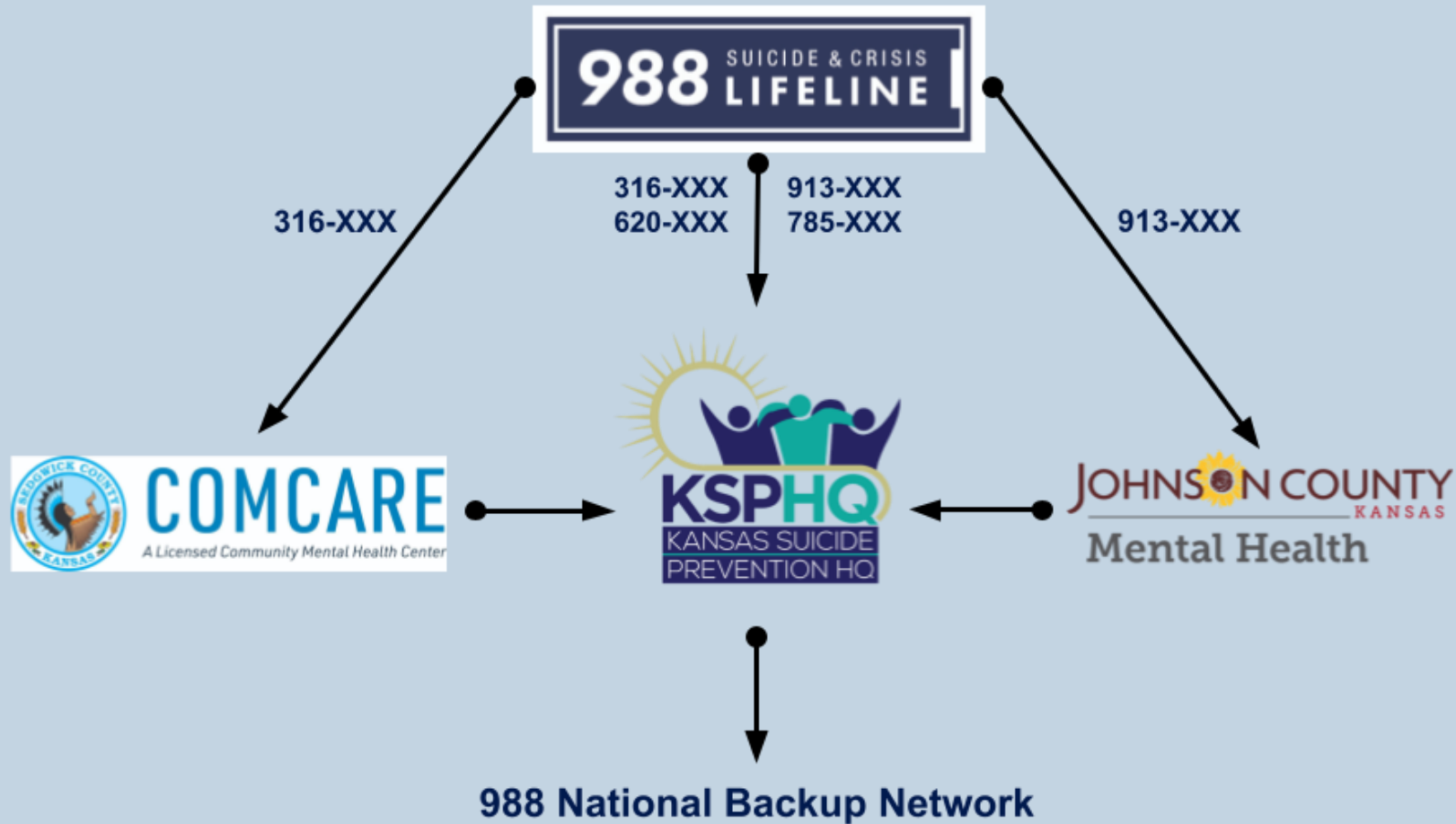
988
SUICIDE
& CRISIS
LIFELINE

If you or someone you know
needs support now,
call or text 988
or
chat 988lifeline.org



PEP22-08-03-008

WHAT DOES 988 LOOK LIKE IN KANSAS?

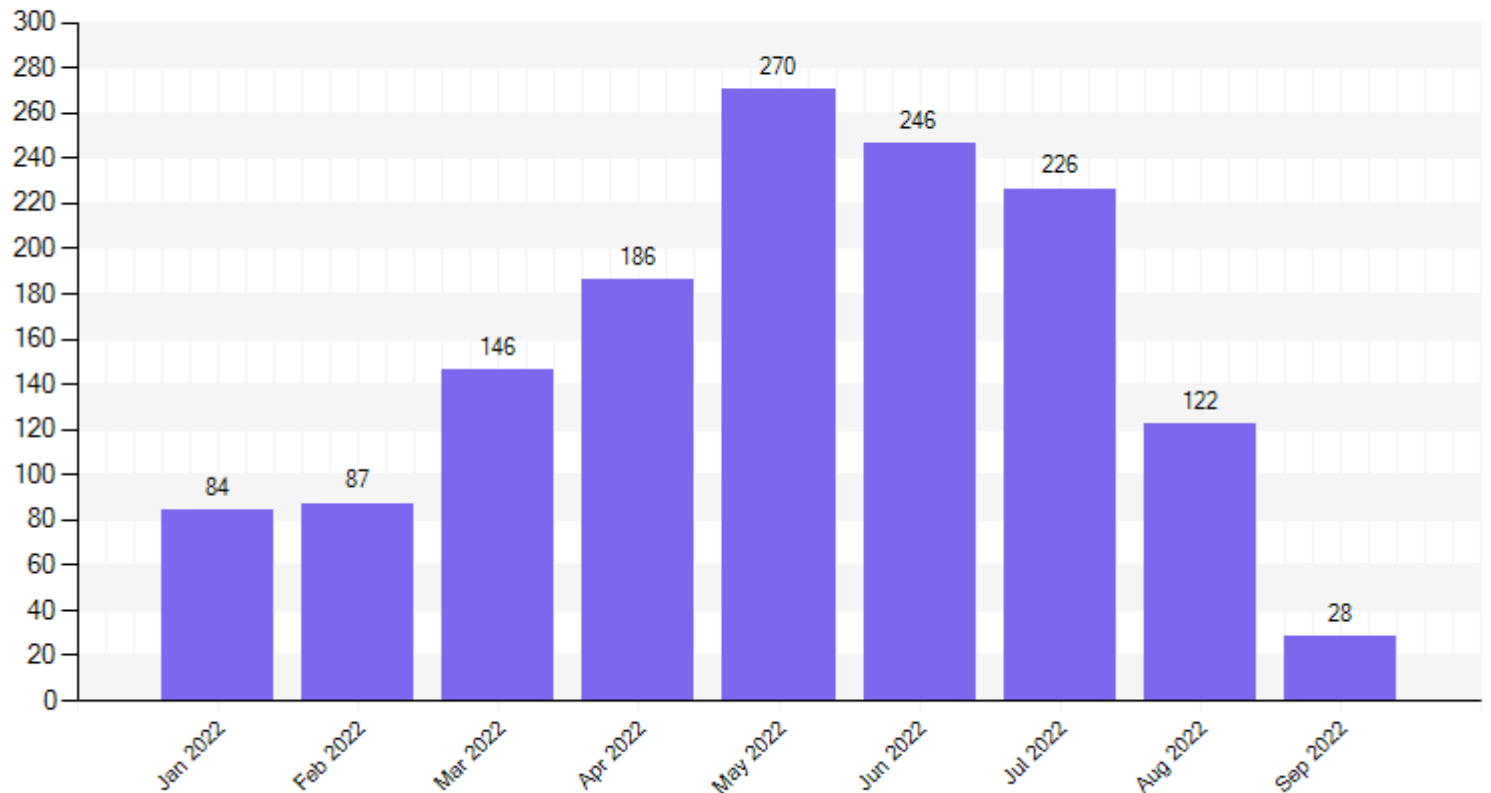


(785) 841-2345

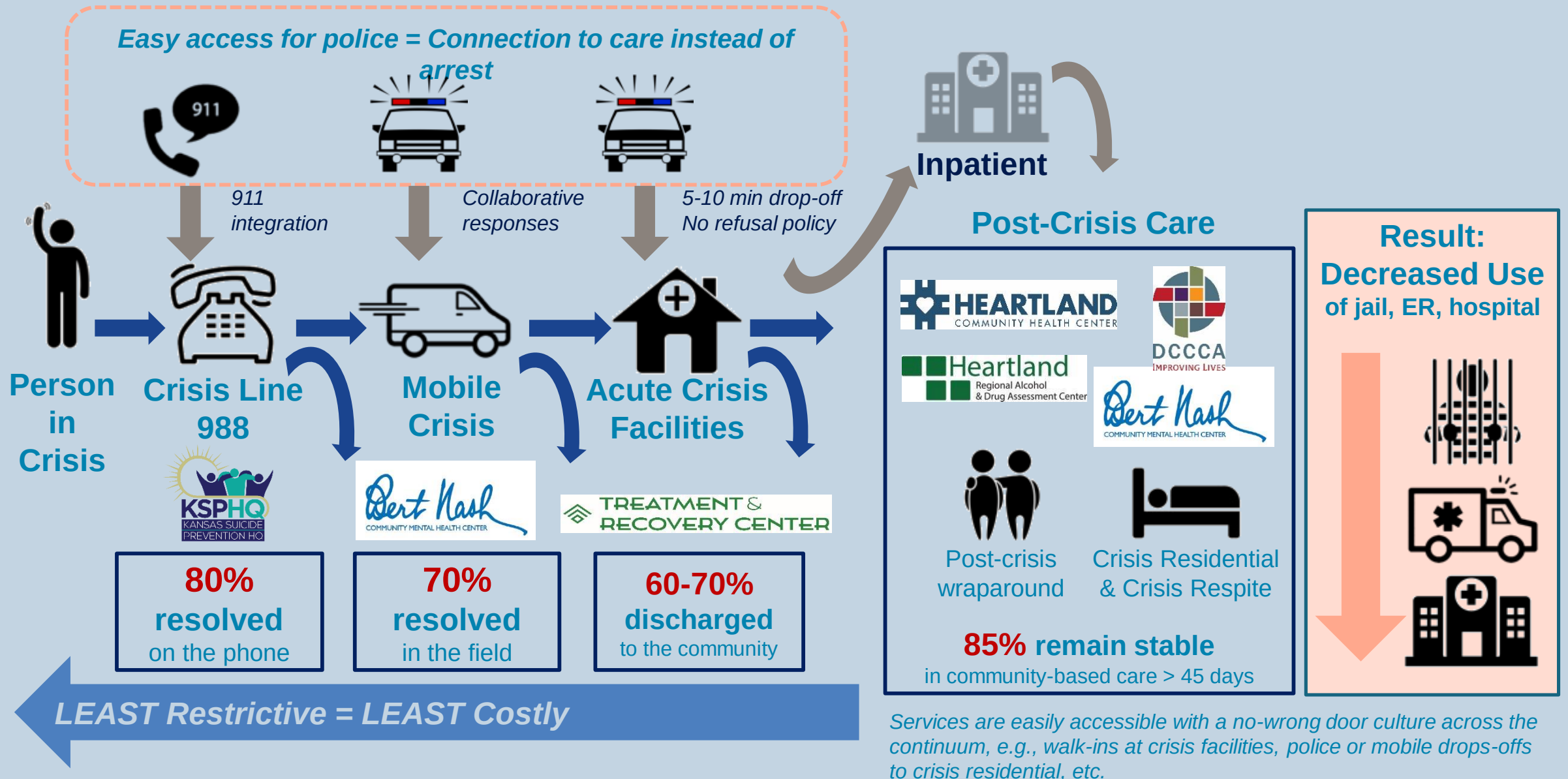
Douglas County
Crisis Line
answered by
KSPHQ

Count of contacts - 1/1/2022 to 9/12/2022

As of 9/12/2022



An Integrated System of Behavioral Health Care



911 Call Diversion Program

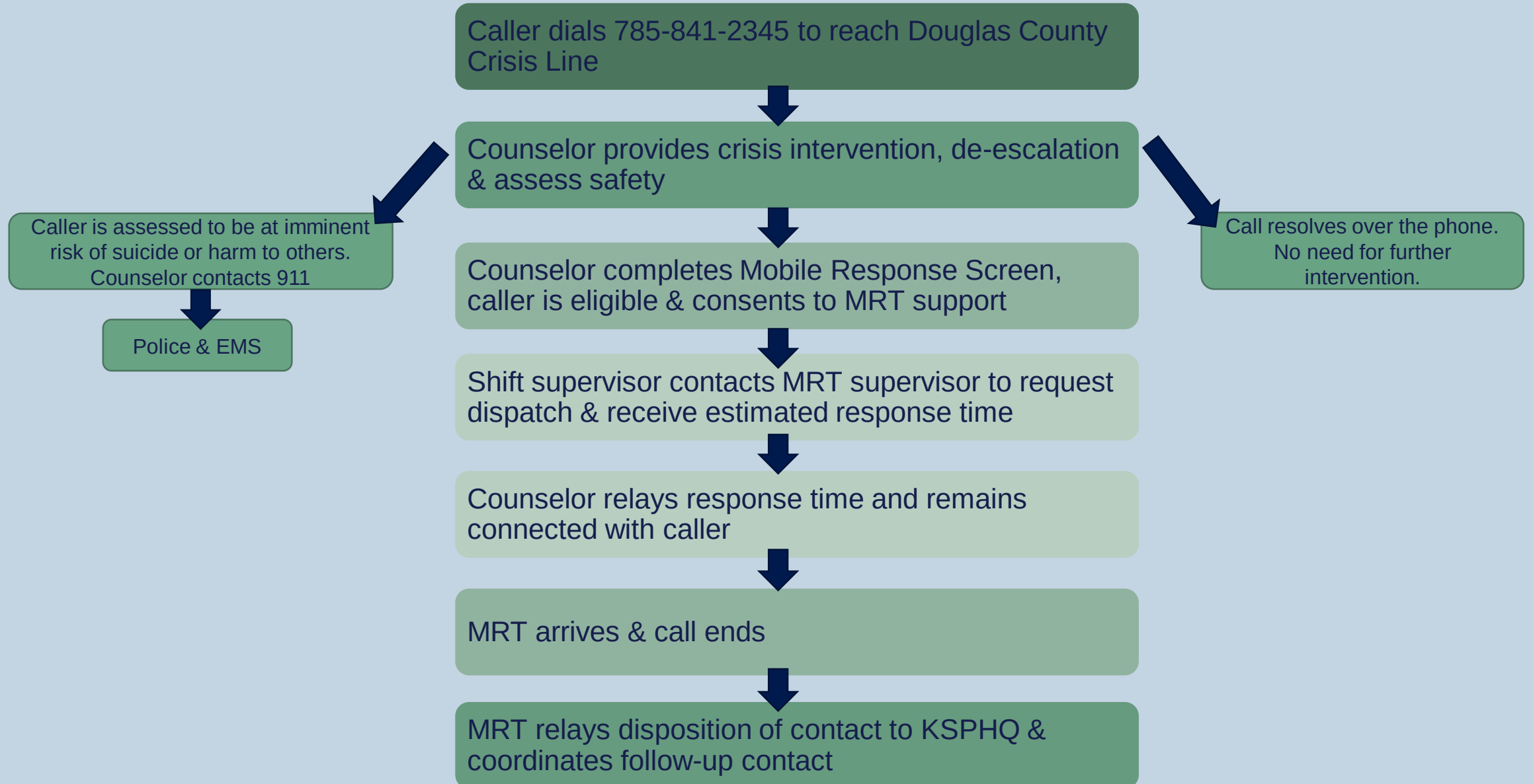
Background

- Douglas County Emergency Services (911) receives average of 300 MH related calls per month
- Goal is to divert all MH related calls without a criminal or medical component to Douglas County Crisis Line answered by KSPHQ
- No reliable data on what percentage of MH related calls would qualify

Next Steps

- A proposed call diversion workflow/protocol to be approved by ES and law enforcement leadership
- Implement PSAP call taker training
- Enter into MOU between KSPHQ, DgCo Emergency Services and Bert Nash
- Expand program to KU Police Department

MOBILE CRISIS RESPONSE DOUGLAS COUNTY, KANSAS



Mobile Response is intended to respond to a person in crisis in the location where they are experiencing their crisis.

Crisis is defined by the person.

All Mobile Response Team referrals from the crisis line will be for people who have consented to have a team sent to their location.

Bert Nash Mobile Response Team

Team Availability

Available 7 Days/ Week from
8AM-10 PM

Full availability launched
September 11, 2022

Team Composition

Four Teams consisting of a
therapist and a case
manager

Peer Support Specialist
available 36 hours/week

Service Utilization

Responded to 48 calls since
June

Referrals from community
partners, LEO and internal
Bert Nash teams

Law Enforcement Collaboration

LPD and other law enforcement
have a dedicated line at the
hotline center to request
MRT services

Future Directions:

- Identifying community partners who may have a regular need for the Mobile Response Team.
- Identifying protocols for these community partners to request response on behalf of the person in crisis.
- Working with law enforcement officers to enhance their utilization of the crisis line and MRT.
- Using CIT training to ensure new officers are aware of all community crisis resources.
- Disseminate information from 911/988 Collaboration Workgroup convened by KSPHQ with statewide partners.
- Utilize partnerships between KSPHQ, Bert Nash and law enforcement to align Co-Response and MRT programs to ensure complete coverage for all crisis needs.

Questions